

# Town of Los Gatos

## Annual Report • FY 2017/2018



## A Letter to Our Community

I am honored to present the Town of Los Gatos Annual Report for Fiscal Year 2017/18, which highlights key services the Town provides to the community and accomplishments from July 1, 2017 through June 30, 2018.

The Town continued to make great strides on the Council's Strategic Priorities. This included working to improve our infrastructure, including installing bicycle and pedestrian improvements and continuing work on Almond Grove streets. This year also saw an important update to our Town Code to encourage the construction of accessory dwelling units (also known as "granny" or secondary units). The Town Council also approved piloting a few streamlined processes to enhance community vitality and support our local businesses. In addition, we focused considerable attention towards fostering the Town's emergency preparedness capabilities and addressing summer cut-through traffic. As always, we welcome community input and will continue to provide a high level of service to Los Gatos residents, business-owners, and visitors. We look forward to another wonderful year in beautiful Los Gatos.

-Laurel Prevetti, Town Manager

This past year, the Police Department advanced its vision of “Engaging in Community Problem Solving,” by continuing to partner with Crisis Text Line to promote this alternative communications tool that utilizes mobile devices to connect those in mental health crisis with health professionals.

To further the effort of “Building Community Relationships,” the Department hosted three “Coffee with a Cop” events to allow community members to connect with Police Officers in an unstructured atmosphere over a cup of coffee.

Locations were selected in different areas of

Town to broaden outreach efforts. Police Officers also worked with the Los Gatos High School staff to develop integrated training modules with “Active Intruder/Violence” scenarios to prepare, facilitate, and manage potential active shooter situations.

In 2017, Officers implemented directed patrol plans to reduce residential burglaries, resulting in an overall decrease of 29% from 2015. To achieve this, Officers utilized strategic deployment models in residential neighborhoods, crime analysis data, and a variety of policing techniques such as shift adjustments, undercover patrol, bicycle patrol, visible traffic enforcement, and Neighborhood Watch Group collaboration.

The Town’s age-friendly efforts included outreach programs for senior citizens specific to fraud, internet crime prevention, and emergency preparedness education. Officers and Detectives hosted four senior citizen crime prevention presentations at various senior living residence facilities in Town and partnered with Los Gatos-Saratoga Recreation by hosting a community “Elder Fraud” seminar.

In the past year, the Police Department hosted 12 Neighborhood Watch meetings and participated in three merchant discussions in collaboration with the Los Gatos Chamber of Commerce. Community residents of Neighborhood Watch Groups are taught a foundation of crime preventative measures, neighborhood enrichment, and community involvement through Town programs and partnerships. To schedule a Neighborhood Watch meeting in your neighborhood, please contact Jackie Rose at (408) 354-6853.



## Fiscal Responsibility

Among other important work, the Town Council Finance Committee provided recommendations to the Town Council regarding the initial establishment of an IRS Section 115 Trust for pensions, with associated recommendations for a funding policy and asset allocation strategies for the Pension Trust’s investment portfolio. The Town Council approved these recommendations. The Finance Committee also reviewed the latest actuarial valuations for the Town’s pension and other post-employment benefit (OPEB) plans.

In addition, the Town Council established the Town Pension and OPEB Trusts Oversight Committee with the Town Council as the Committee’s members to oversee the assets of the Pension and OPEB Trusts. The Committee received pension asset fiduciary training and adopted an Investment Policy establishing the duties and responsibilities of the Committee.

In addition, the Town Council adopted a Policy to increase its additional discretionary funding towards its pension and OPEB obligations. The Town is fortunate to make investments in the Pension and OPEB Trusts while maintaining high service levels to Town residents.



# Community Character

It has been a busy and productive year for strengthening community character. With the legal support of the Town Attorney, the Community Development Department has been working on zoning ordinance and policy amendments. Amendments regarding cellars, hillside visibility analyses, accessory dwelling units, and planned developments were completed; and amendments regarding fences, affordable housing overlay zones, and alternating use of parking spaces are underway. In addition to the policy work, the Town processed 405 planning permit applications, issued 939 building permits, and performed thousands of inspections for construction projects in Town. The Code Compliance staff responded to a large number of complaints that resulted in 440 violations and the continued funding of a night time Community Services Officer to handle evening complaints.



The Town's Economic Vitality program continues to support the Los Gatos business community by personally connecting with current and prospective businesses and providing individualized assistance to retain and attract Los Gatos businesses. Based on the recommendations of the Town Council Policy Committee, the Town Council approved multiple amendments and temporary resolutions that provide greater opportunities for businesses to grow and compete in the ever-changing retail market while experiencing a quicker and more streamlined process.



Additionally, during the last year, a strong focus has been placed on Community Vitality, recognizing that special events, banners, and downtown decorations celebrate the unique and special character of the Los Gatos community. The Town Council approved Municipal Code changes to streamline and update the Special Event Permit process, which is now administered within the Economic Vitality program to demonstrate the important role of events in the life of the Town. Details on specific events are contained in another section of this Report.

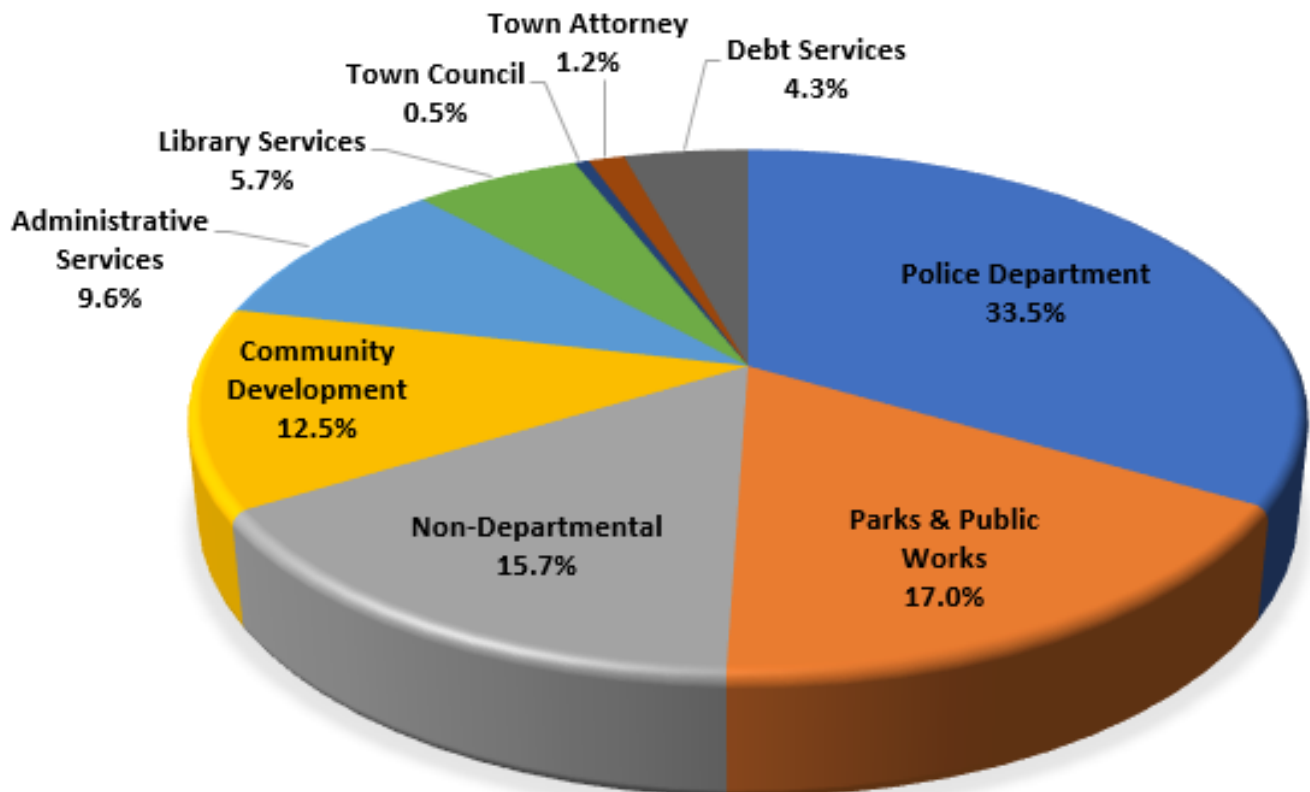
# FY 2018/19 Town of Los Gatos Budget

The Town of Los Gatos Council unanimously adopted a balanced budget for the Fiscal Year (FY) 2018/19. The fiscal year runs from July 1, 2018 through June 30, 2019. Each fiscal year budget is adopted in June following a public hearing process. Town budgets can be found at: [www.losgatosca.gov/townbudget](http://www.losgatosca.gov/townbudget).

For FY 2018/19, the total Operating Budget Expenditure is programmed for \$44.7 million, excluding Capital Transfers, and the Capital Improvement Budget has \$8.6 million in new funding. The Operating Budget funds day to day Town services. The Capital Improvement Budget funds street maintenance, parking improvements, and other facility upgrades.

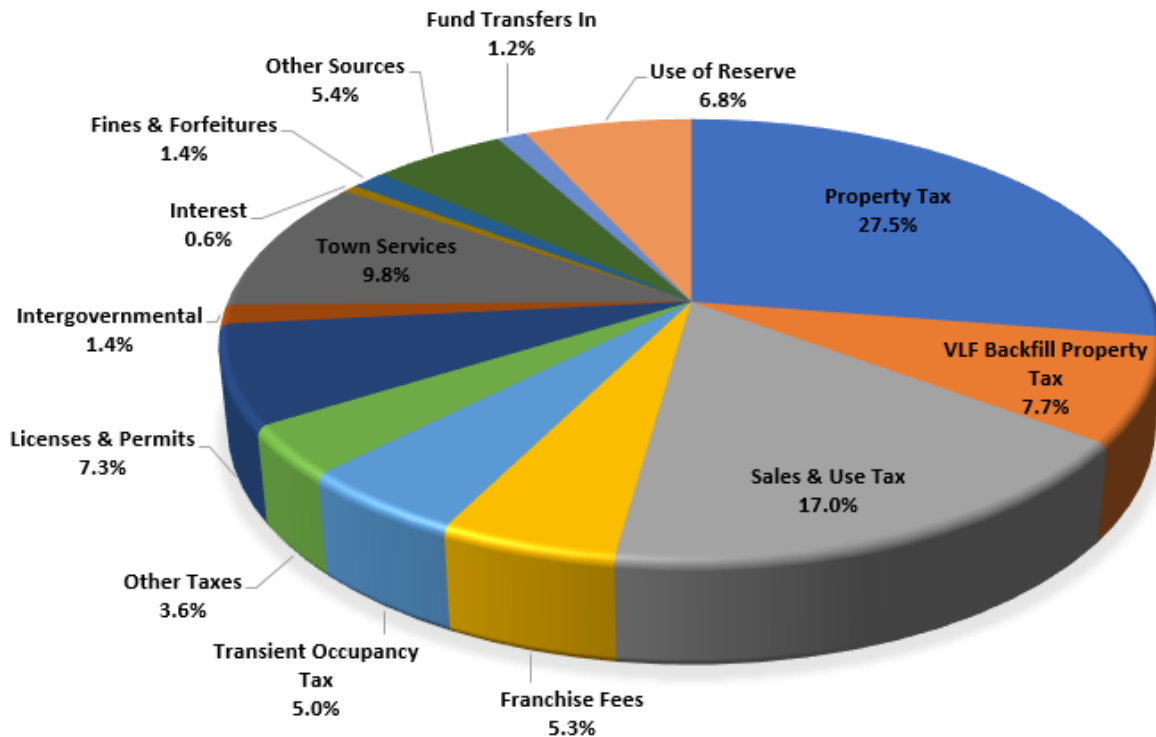
## FY 2018/19 General Fund Operating Expenditures - \$44.7 million (Excluding Capital and Internal Service Transfers)

The allocation of funding for key Town services align with the Town goals of Public Safety, Quality Public Infrastructure, Community Character, Good Governance, Fiscal Stability, and Civil Enrichment.

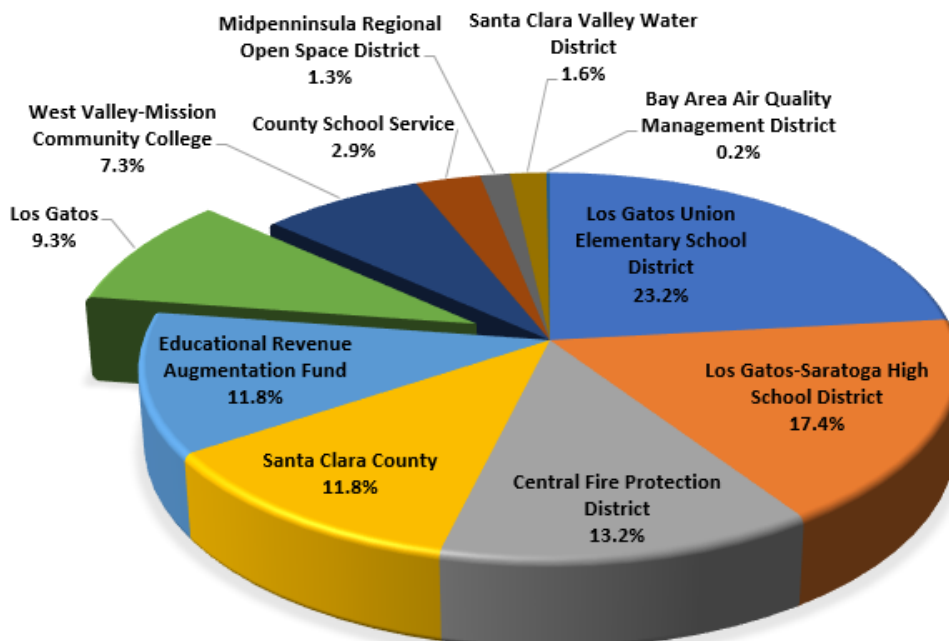


# Where does the money come from?

FY 2018/19 General Fund Operating Revenue—\$44.7 million



## How is property tax distributed?



### Facts about property tax and sales tax:

- The Town of Los Gatos receives \$9.30 of every \$100 collected in property tax paid by property owners.
- The Town of Los Gatos receives \$1.00 of every \$9.00 of sales tax paid for taxable sales generated in Town.



The Town implemented several technological productivity improvements, enhancing service delivery provided by the Town. The Information Technology team replaced the aging wireless network with a faster, more robust system for improved speed and capacity of the free public Wi-Fi and internal network access. A disaster recovery inventory and planning for IT systems was completed. Aging servers were replaced with a high-availability server cluster and storage area network which will ensure more stable uninterrupted services. New security enhancements have been implemented to safeguard against malware, botnets, and phishing.

The Clerk Department began a comprehensive review of the agenda management and live streaming programs that are used for Town Council and Planning Commission meetings and will begin the process of implementing the changes.

As a service organization, high performing employees are key to the delivery of exceptional Town services. The Town Human Resources Department launched negotiations with its three bargaining groups with an expectation of completing the agreements by September 30, 2018, filled 27 vacancies (part time and full time), and completed a Request for Proposal for the Town's Safety and Ergonomic programs with the goal of proactively promoting safe work and ergonomic practices.

Thanks to the work of the Finance Department, the Town received two national awards. The Town was awarded the Distinguished Budget Presentation Award for the FY 2017/18 Budget, and has received this award every year since 2003. The Town also received the Certificate of Achievement for the FY 2016/17 Comprehensive Annual Financial Report for the 18th consecutive year.

## Transportation, Infrastructure, & Environmental



The Parks and Public Works Department (PPW) has been hard at work on improvements throughout the Town this past year. The tennis courts at Blossom Hill and Rinconada Parks were re-surfaced to meet the heavy demand for court usage. Open space and trails throughout Town were maintained to ensure usability and manage fire hazards. Federal funding was obtained for Los Gatos Creek Trail repairs. New pedestrian lighting was installed on the Highway 17 pedestrian bridge near Forbes Mill/Old Town. After a multi-phased community outreach effort, the Town Council awarded contracts for Bachman Park improvements that are expected to be complete in Summer 2018.

In an effort to increase multimodal mobility, buffered bike lanes were added on Los Gatos Boulevard and Blossom Hill Road. The Almond Grove street project advanced, including significant public outreach. Paving projects were implemented on Lark Avenue, utilizing the first funds from California Senate Bill 1 ("gas tax"). A new Town Transportation and Mobility Manager was hired, followed by immediate success in applying for and receiving grants. A grant was obtained to upgrade Town-wide traffic signal infrastructure. The installation of Town-wide LED streetlights was completed. The Pageant Way parking lot was re-paved.

The Safe Routes to School non-profit was established and the Town hosted a bike tour with the Silicon Valley Bicycle Coalition to share improvements and plans for ongoing improvements in Los Gatos.

# Connecting & Communicating

This past year, the Town has focused on community engagement, leveraging our social media presence, improving website content, and encouraging residents to sign up for Notify Me.

The Town has steadily worked to increase its social media presence to deliver timely and relevant information. The Town's Facebook page has over 750 followers, over 800 followers on Instagram, and over 650 people follow the Town's Twitter page. This year, we also increased our social media outreach to residents regarding community priorities such as Almond Grove construction updates, summer cut-through traffic efforts, and a potential school bus pilot program. We began a practice of live-tweeting Council meetings and have utilized our social media outlets to push out a weekly "Did You Know?" series, which provides concise answers to some of the public's commonly asked questions.

In a continuing effort to increase access to information, the Town's website now has dedicated pages on our website devoted to pension Information and cut-through traffic. The Town has continued to encourage subscriptions to the weekly "What's New" email and "Notify Me" so residents can select the type of information that they would like to receive. Sign up at [www.losgatosca.gov/list.aspx](http://www.losgatosca.gov/list.aspx).

## Library Life & Community Events



The Library had a successful year bringing programs and events to the community. This past year, the Library offered almost 600 programs; the highest rate of program offerings the Library has ever produced. 25,000 people attended programs ranging from story-times, English as a Second Language, technology tutoring, and more. Programming for adults was the Library's greatest area of expansion with the introduction of art nights, writing workshops, speakers, and poetry groups. This year the Library also coordinated with Los Gatos High School to have student ID cards also automatically function as Library cards as part of our Student Success Initiative. Several grants were received by the Library this year, including grants for Science and Technology (STEM) programming, children's bilingual books, and virtual reality programming.

2017/18 was rich in both Town and local organization led events. The Town hosted its annual special events, including the 4<sup>th</sup> of July Symphony in the Park, Screen on the Green, Spring into Green, and Holiday Tree Lighting. In addition, the Town piloted the opportunity for a N. Santa Cruz Avenue road closure for events. The Town held a

Red, White and Blue Block Party, while other community groups including the Chamber of Commerce and Kiwanis Club brought large scale community events to N. Santa Cruz Avenue. 52 Special Event and Special Use permits were issued throughout the year, including new events like the Chamber of Commerce's Eat, Drink Los Gatos and the Morning Rotary's Heirloom Tomato Harvest Celebration; and, time-honored events such as Jazz on the Plazz, Music in the Park, Fiesta de Artes, Wine Walks, Claws for Cause, Girls on the Run, and more.

# Commissions, Committees, & Boards

The Los Gatos Youth Commission worked with the Clerk Department to determine the appropriate size of the Commission, resulting in the Town Council reducing the number of Commissioners back to twenty. The Commission also clarified the role of the Youth Commission liaisons to the other Boards, Commissions, and Committees, and the expectation of two-way communication between the Youth Commission and the Town's other Commissions.

The work of the Community and Senior Services Commission helped the Town achieve the designation of an "Age Friendly City" by the World Health Organization. The Commission helped formulate the focus for age-friendly initiatives which includes promoting inclusive social events and emergency preparedness for our older residents.



The Transportation and Parking Commission advised staff and the Council on parking issues, especially those around the high school and associated with consideration of a downtown parking garage. They also supported exploration and early efforts on the implementation of a school bussing program.

The Arts and Culture Commission worked on developing ideas and guidelines for gateways at prominent locations in the Town as well as a potential development fee that would generate revenue for public art.

The Bicycle and Pedestrian Advisory Committee provided input into a capital project design for bike and pedestrian elements. They also continued to provide bike valet services for key Town events.

The Library Board brought forward a temporary fine amnesty program which resulted in the return or replacement of over 100 lost books and the reinstatement of almost 200 blocked accounts. The Board also recommended changing the Library's open hours to the public which will go into effect in late summer of 2018.

## Looking Ahead

While this report focuses on FY 2017/18, below are some key items for FY 2018/19:

- Comprehensive Parking Study
- One-Way Downtown Street Pilot
- Creation of a Transportation Demand Management Policy/Community Shuttle
- Initiation of the General Plan Update: See [www.logatos2040.com](http://www.logatos2040.com) for more information.

